

Incident Management Policy

Purpose

An incident is a finite and often isolated event which may cause harm to a person or damage to property, the environment or Playgroup NSW's (PGNSW) reputation. This policy describes our incident management system, including:

- Prevention strategies to minimise the risk of incidents occurring
- How to identify, assess and respond effectively to incidents
- Internal reporting and management of incidents
- What needs to be reported externally
- How we analyse incidents data to improve our systems and processes.

Scope

This policy applies to all staff (employees and contractors) and volunteers, and covers all types of incidents connected to PGNSW's services and people. This includes, but is not limited to:

- Child or family safety risks
- Work related accidents, injuries or illnesses
- Workplace hazards and dangerous events
- Company property damage, loss or theft
- Allegations of misconduct or criminal activity
- Data breaches (unauthorised access to, unauthorised disclosure of, or loss of personal information held by PGNSW)
- Any other incident likely to damage PGNSW's reputation or raise public concern.

IMPORTANT!

First refer to the [Child Safety and Wellbeing Policy](#) if you need to make a mandatory report about the 'risk of significant harm' of a child or young person to the NSW Department of Communities and Justice (DCJ) Child Protection Helpline or to the Police. After you make a child protection report, you must also complete an internal PGNSW [Incident Report Form](#) following the steps in this policy.

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Policy Principles

PGNSW has a coordinated approach to incident management with an emphasis on prevention to minimise risk to individuals and the organisation. Where incidents do occur, PGNSW will:

- Respond in a timely and effective way to ensure the health, safety and wellbeing of all persons involved
- Provide appropriate support to persons impacted by an incident
- Investigate incidents to determine the cause and avoid reoccurrences
- Notify external agencies of 'reportable incidents' as required
- Protect the confidentiality of personal information
- Use learnings from incidents to continually improve the quality of our services.

Procedures

1. What is an Incident?

Incidents are not ‘business as usual’ events. Incidents disrupt normal operations, pose risks, or require a prompt intervention or response. The table on **pages 6-11** lists some of the likely incidents PGNSW may deal with.

Incidents which occur in a playgroup setting, should be assessed in the context of age-appropriate behaviours. Not all will require formal reporting. Some examples are below:

Incident	Non-incident
✓ A child falls and sustains a visible injury (e.g. bleeding, swelling, or limping)	✗ A child falls and may bump their head but gets up without distress
✓ A child has a severe allergic reaction (e.g. rash, difficulty breathing)	✗ A child vomits but is not otherwise ill
✓ A child refuses to follow safety instructions and runs out of the designated play area towards a road or other exit	✗ A child has an emotional outburst that disrupt the group but is quickly resolved with calming techniques
✓ A child hits, bites, or otherwise physically harms another child resulting in a sustained injury	✗ A child hits and pushes another child or adult but there is no sustained injury
✓ A toy or piece of equipment breaks and poses a safety hazard	✗ Toys are scattered around but pose no immediate hazard
✓ A fire alarm is triggered due to smoke in the building	✗ A fire alarm goes off and everyone has to evacuate but it is a false alarm
✓ A stranger attempts to enter the premises or interacts with children without authorisation	✗ An authorised visitor is on the premises, accompanied by PGNSW staff or volunteers

2. Preventing Incidents

PGNSW implements strategies to avoid or mitigate the impact of incidents by identifying, recording and managing risks across all areas of the business, including WHS hazards. Organisational risks are recorded in the PGNSW Risk Register. Responsibilities for actions are assigned to management and monitored by the Board Finance, Audit and Risk Committee.

Other prevention strategies include:

- Providing staff and volunteers with safety information and training related to work health and safety (WHS) such as emergency procedures
- Providing information about PGNSW’s complaints and incident management processes to people receiving services from PGNSW
- Promoting a culture where staff develop risk awareness and consistently use PGNSW tools to manage risk
- Preparing business continuity plans to activate in an emergency or disaster
- Recording and analysing risk, incidents and complaints data to identify trends and improvement actions.

3. Responding to Incidents

When an incident does occur, you will need to quickly determine its magnitude, severity, if any person has been harmed, and whether there is damage to PGNSW’s assets or reputation. To guide the appropriate response, PGNSW categorises incidents by the level of impact they can have on people, property and other assets.

Level	Impact	Description
1	Minor	A simple issue that can be informally managed and quickly resolved at a local level.
2	Significant	Incident is of a more complex nature and may require a formal assessment or investigation to resolve the matter.
3	Serious	Incident with immediate and harmful consequences, requires an emergency response or an urgent action.

IMPORTANT!

The priority is to ensure the safety of everyone involved. If there continues to be a threat, do not place yourself or anyone else at risk of harm. Your next actions will depend on the type and level of incident. The table (on the following pages) gives examples of what to do.

4. Notifying Management

All incidents must be reported to your direct manager or Program Lead within the timeframes stated in the table. If you are not sure whether an event is an incident, always check with your manager or Program Lead.

Most (but not all) Level 2 incidents are also reported to the Executive Leader in your reporting line (i.e. the person your manager or Program Lead reports to).

All Level 3 incidents must be immediately reported to the CEO via phone call or email (in addition to notifying your manager and their Executive Leader).

If an incident is not already resolved when a manager or Executive Leader is notified, they will be responsible for overseeing the incident until it is resolved or escalated to the CEO.

Impact	Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
		Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
People	<p>Staff injury/illness (work related)</p> <p>OR</p> <p>Child or family member injury/illness arising from PGNSW services</p>	<p>Example: Minor cut, burn or sprain, first aid applied</p> <ul style="list-style-type: none"> • Manager or Program Lead is notified via the Incident Report Form 	<p>Example: Bone fracture, long term infection, medical treatment and extended time off needed (more than 1 week)</p> <ul style="list-style-type: none"> • Phone your manager or Program Lead on the same day • Manager to notify their Executive Leader and the EL People • EL People to assess whether to notify the worker compensation insurer 	<p>Example: Life threatening medical event or death, Emergency Services contacted and person hospitalised</p> <ul style="list-style-type: none"> • Phone your manager or Program Lead immediately • Manager to phone their Executive Leader, the EL People and CEO immediately • CEO to advise the Board Chair • CEO to assess whether to notify the insurer and/or SafeWork NSW
People	<p>Volunteer injury/illness arising from PGNSW services</p>	<p>Example: Minor cut, burn or sprain, first aid applied</p> <ul style="list-style-type: none"> • Program Lead is notified via the Incident Report Form 	<p>Example: Bone fracture, long term infection, medical treatment and extended time off needed (more than 1 week)</p> <ul style="list-style-type: none"> • Phone your Program Lead on the same day 	<p>Example: Life threatening medical event or death, Emergency Services contacted and person hospitalised</p> <ul style="list-style-type: none"> • Phone your Program Lead immediately

Impact	Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
		Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
			<ul style="list-style-type: none"> Program Lead to arrange a substitute playgroup leader and keep in contact with you during your recovery 	<ul style="list-style-type: none"> Program Lead to phone the EL Services and CEO immediately CEO to advise the Board Chair CEO to assess whether to notify SafeWork NSW
People	<p>Child or family safety risk</p> <p>* Except for level 3, first refer to the Child Safety Policy to understand how to use the mandatory reporters guide</p>	<p>Example: Concerns raised, Risk of Significant Harm (ROSH) threshold NOT MET</p> <ul style="list-style-type: none"> Monitor/provide support to family Refer the family to support services if relevant Manager or Program Lead is notified via the Incident Report Form 	<p>Example: Concerns raised, Risk of Significant Harm (ROSH) threshold MET and DCJ Child protection report made (record reference number)</p> <ul style="list-style-type: none"> Phone your manager or Program Lead on the same day Manager or Program Lead to notify their Executive Leader EL Impact to be consulted (if needed). 	<p>Example: Imminent threat to a person's safety and Police report made (record reference number)</p> <ul style="list-style-type: none"> Phone your manager or Program Lead immediately Manager or Program Lead to phone their Executive Leader and CEO immediately EL Impact to be advised and consulted about appropriate actions CEO to advise the Board Chair

Impact	Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
		Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
People	<p>Staff, volunteer, child or family data breach</p> <p>* A data breach occurs when there is unauthorised access to, unauthorised disclosure of, or loss of personal information that PGNSW holds. This includes any information about an individual whose identity is apparent or can reasonably be identified.</p>	<p>Example: One person’s information is accidentally sent to the wrong email recipient (this may include to your own personal email account)</p> <ul style="list-style-type: none"> • Take immediate action to limit risks, e.g. ask recipient to delete email from their inbox and the deleted folder • Implement email controls (e.g. remove your personal email account from your work account history) • Manager is notified via the Incident Report Form 	<p>Example: A phishing email successfully compromises a PGNSW account and the scammers may have access to company information and/or the personal information of multiple persons</p> <ul style="list-style-type: none"> • Phone your manager immediately • Manager to phone their Executive Leader and the EL Finance Data and Risk (EL FDR) immediately • Possible eligible data breach – see the Data Breach Response Plan • EL FDR to conduct a risk assessment • If not likely to cause serious harm to one or more people, implement risk controls 	<p>Example: PGNSW databases have been breached and these contain the personal information of multiple persons including several pieces of identifying information (name, DOB, address, contact details, tax file numbers, medical and financial information)</p> <ul style="list-style-type: none"> • Phone your manager immediately • Manager to phone their Executive Leader, the EL FDR and CEO immediately • CEO to advise the Board Chair • Possible eligible data breach – follow the Data Breach Response Plan • EL FDR to conduct a risk assessment • If the breach is likely to cause serious harm to one or more people, the CEO and Board

Impact	Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
		Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
			<ul style="list-style-type: none"> If the risk of serious harm is likely, the incident escalates to level 3 	Chair must approve a report to the OAIC and notify all persons affected
People	Staff own motor vehicle accident (work related)	<p>Example: Vehicle has minor damage but is still driveable</p> <ul style="list-style-type: none"> If no time off work needed, your manager is notified when they receive the Incident Report Form 	<p>Example: Vehicle needs to be towed for repairs or is irreparable, and staff member needs time off work to deal with the issue</p> <ul style="list-style-type: none"> Phone your manager on the same day to negotiate leave 	n/a
Property	PGNSW vehicle accident damage, loss or theft	<p>Example: Minor damage, still able to drive</p> <ul style="list-style-type: none"> Phone your manager and the Technology and Business Administration (TBA) Manager on the same day TBA Manager to arrange repairs 	<p>Example: Vehicle needs to be towed</p> <ul style="list-style-type: none"> Phone your manager or Program Lead and the Technology and Business Administration (TBA) Manager immediately Manager to notify their Executive Leader TBA Manager to notify the EL FDR and CEO TBA Manager to arrange repairs 	<p>Example: Vehicle is irreparable, lost or stolen</p> <ul style="list-style-type: none"> Phone your manager or Program Lead and the Technology and Business Administration (TBA) Manager immediately Manager to notify their Executive Leader TBA Manager to notify the EL FDR and CEO CEO to advise the Board Chair

Impact	Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
		Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
			<ul style="list-style-type: none"> EL FDR to assess whether to notify insurer 	<ul style="list-style-type: none"> EL FDR to notify the insurer
Property	PGNSW IT equipment damage, loss or theft	<p>Example: Phone or laptop damage (e.g. crack screen, dropped)</p> <ul style="list-style-type: none"> Phone your manager or Program Lead and the TBA Manager on the same day TBA Manager to organise to repair or replace the item 	<p>Example: Loss or theft of phone or laptop</p> <ul style="list-style-type: none"> Police report for stolen items (record reference number) Phone your manager or Program Lead and the TBA Manager immediately Manager to notify their Executive Leader TBA Manager to ask the IT Service Provider to remotely wipe data or lock the device TBA Manager to organise to replace the item EL FDR to assess whether to notify insurer 	<p>Example: A fire, flood or other weather event causes the complete loss of PGNSW website or databases information.</p> <ul style="list-style-type: none"> TBA Manager to notify the EL FDR and CEO CEO to advise the Board Chair TBA Manager to ask the IT Service Provider to enact their data recovery plan CEO enacts PGNSW business continuity plan
Property	PGNSW office door key fob damage, loss or theft	<p>Example: Key fob damaged</p> <ul style="list-style-type: none"> Phone the TBA Manager 	<p>Example: Key fob lost or stolen</p>	n/a

Impact	Incident Type	Level 1 (minor)	Level 2 (significant)	Level 3 (serious)
		Incident Report within 2 days	Incident Report within 1 day	Incident Report on the same day
		<ul style="list-style-type: none"> TBA Manager to request the IT officer at ACWA replace the item Manager or Program Lead is notified via the Incident Report Form 	<ul style="list-style-type: none"> Phone the TBA Manager immediately TBA Manager to request the IT officer at ACWA deactivate the item EL FDR to assess whether to notify the Police (if item was stolen) 	
Place	PGNSW workplace hazard	<p>Example: Hazards such as a tear in carpet or slippery floor which creates a trip, slip, falls risk. Example: Play equipment may be faulty or broken.</p> <ul style="list-style-type: none"> Rectify the issue yourself if you can, or notify the P&C team Manager or Program Lead is notified via the Incident Report Form 	<p>Example: Property issue which requires significant cost or time to rectify (e.g. electrical fire, confined area of the site is unusable)</p> <ul style="list-style-type: none"> Phone your manager or Program Lead immediately Manager to phone their Executive Leader and the EL FDR on the same day EL FDR to arrange repairs EL FDR to assess whether to notify the insurer 	<p>Example: Major property damage or dangerous hazard that renders the site unsafe (e.g. flooded, burnt out by fire, chemical spill, gas leak, roof collapsed)</p> <ul style="list-style-type: none"> Phone your manager or Program Lead immediately Manager to phone their Executive Leader, the EL FDR and CEO immediately CEO to advise Board Chair CEO to assess if to notify SafeWork NSW EL FDR to notify the insurer

6. Completing an Incident Report

All incidents must be recorded using PGNSW's [Incident Report Form](#) as soon as possible after the immediate response to an incident. If you already made a report to an external authority such as the DCJ Child Protection Helpline or the Police, you still need to complete a PGNSW [Incident Report Form](#).

The staff member directly involved in the incident must complete Part A of the form and email it to incidents@playgroupnsw.org.au within the timeframes stated in the table.

Volunteers will use a different version of the form, accessed via the PGNSW website. The individual must also email their completed form to incidents@playgroupnsw.org.au.

The form will then be directed to the following level of management for their review and to action Part B of the form:

- Level 1 - your manager or Program Lead
- Level 2 - your manager/Program lead and the relevant Executive Leader
- Level 3 - your manager/ Program Lead, the relevant Executive Leader and the CEO.

If an incident is not already closed off when an Executive Leader is advised, then it is their responsibility to oversee the incident until resolution. This may mean supporting their team member to resolve the incident or doing it themselves.

Once the incident is closed off, the responsible person will:

- Check all relevant sections are completely accurately, and
- Complete Part B of the form, and
- Email the completed form to incidents@playgroupnsw.org.au.

7. Investigating Incidents

Some incidents will be resolved quickly, while others may require a thorough investigation to determine the cause and its effect on operations.

If a formal investigation is required, the CEO will assign the most appropriate person to conduct it. A PGNSW [Investigation Report Template](#) is used to record the outcome of an incident which is investigated internally. Procedural fairness will be applied during any investigation into

an incident that involves an allegation of staff misconduct. The process is outlined in the [Performance and Misconduct Policy](#).

Any incident which is reported to an external authority such as the DCJ Child Protection Helpline, the Police or SafeWork NSW will be overseen by that authority and PGNSW will be advised of any further actions to take.

8. Supporting Children and Families

Where an incident has occurred that involves a child or their family, the priority is to ensure their health, safety and wellbeing. If the incident is a Level 2 or 3, the relevant Executive Leader overseeing the incident must contact the family within 24 hours to discuss the incident and offer support.

The family should be involved in resolving the incident, to the extent that they want to be involved. This includes agreement on the actions PGNSW will take to redress the situation. At the very least, the Executive Leader will keep the family informed of any progress, either by phone or email. When the incident is closed off, send an email or letter to confirm what has happened to correct the issue.

The Executive Leader should also conduct a review to ensure all risks that contributed to the incident are identified, assessed and managed going forward including risks to other children or family members who may be impacted.

9. Incidents vs. Complaints

Incidents can sometimes lead to the lodgement of a complaint, either to PGNSW or directly to an external agency such as the [NSW Ombudsman](#). In these cases, the manager overseeing the incident will also manage the complaint to resolution, so that the person who is the subject of the incident and complaint is kept informed by one PGNSW manager and is not exposed to unnecessary duplication. For more information on complaints handling, refer to the [Feedback and Complaints Policy](#).

10. External Reportable Incidents

Reportable (or notifiable) incidents are serious incidents that PGNSW is obligated to report to government or statutory authorities under several laws and funding agreements. This notification is regardless of any internal actions PGNSW has taken, or will take, to resolve an incident. The notification to the external authority will generally occur within 24 hours of PGNSW becoming aware of the incident.

Reportable incidents include, but are not limited to:

- Alleged abuse or neglect of a child or young person receiving a PGNSW service
- Death, serious injury or illness of any person occurring at a PGNSW workplace
- Dangerous workplace incident (also known as a 'near miss') where a person may not be injured but has been exposed to a serious health and safety risk
- Eligible data breaches (where there is a risk of serious harm to the affected persons)
- Allegations of staff misconduct (whether it occurs during or outside of work hours)
- Threats of violence (assault) to staff, volunteers, families or children at work
- Any alleged criminal activity related to a PGNSW service or anyone associated with the organisation.

IMPORTANT!

Most reportable incidents are classified by PGNSW as Level 3 (serious) incidents, which means the CEO must be informed immediately.

With the exception of a DCJ child protection report which can be discussed with your manager or relevant Executive Leader, the CEO will assess whether an incident meets the criteria to report to an external authority and authorise the notification. The criteria are explained in the [Reportable Incident Definitions Guide](#).

11. External Reporting Requirements Table

This summary is a guide only. It does not cover all circumstances. PGNSW may enter into contracts, funding agreements or partnerships with other bodies/organisations where there are additional incident reporting requirements not listed in this policy. The relevant Executive Leader is responsible to ensure compliance with any additional reporting.

NOTE the same incident may be reportable to several external authorities. Reporting to one external authority does not replace the obligation to report to other relevant authorities.

Reportable Incident Type	DCJ Child Protection Helpline	NSW Police	Office of the Children's Guardian	Safe Work NSW	Insurer	Office of the Australian Information Commission
Abuse or neglect of a child	Use MRG	✓ If threat imminent				
Allegations of staff sexual misconduct against, or in the presence of a child	✓	✓ If grooming 0-15 years				
Findings of staff sexual misconduct or serious physical assault of child or young person*		✓	✓ Optional			
Death, serious injury or illness of any person arising out of PGNSW workplace	Use MRG if a child is injured	✓ If death		✓	✓ If employee	
Dangerous WHS incident at a PGNSW workplace				✓		
Property or equipment damage, loss or theft		✓ If theft or malicious act			✓	
Eligible data breach						✓
Any alleged criminal activity related to a PGNSW service, staff, volunteers or directors		✓				

* Section 35 of the [Child Protection \(Working With Children\) Act 2012 \(NSW\)](#) requires reporting bodies to notify the [NSW Office of the Children's Guardian](#) of findings of staff misconduct involving children.

While PGNSW is not considered a reporting body, it can still report the misconduct to trigger a re-assessment of the person's Working With Children Check (WWCC).

12. Record Keeping

Incident details are recorded in a centralised PGNSW Incident Register, stored in a secure location on SharePoint which is only accessible to the CEO and Executive Leaders.

For any incidents managed and closed off by an Executive Leader, they will complete additional fields in the Incident Register to record:

- Any further actions taken
- If any external authorities were notified
- What corrective actions were taken to reduce the risk of the incident reoccurring
- And the date the incident was closed.

The [Incident Report Form](#) and any other records made about the incident (e.g. emails or case notes) must also be stored in this confidential folder and not on staff desktops or working folders. Each completed report is given a unique IR number which correlates with the Incident Report number in the register. Any accompanying records should also use the same IR number in the document title.

All information related to incidents must be kept confidential in line with the [Privacy and Confidentiality Policy](#).

The incident reports associated information such as investigation reports, and the Incidents Register must be retained for a minimum period of 7 years from the day the record was made. For more information about records retention see the [Records Management Policy](#).

13. Learning from Incidents

Aggregated Data Analysis

The information recorded in the Incidents Register allows PGNSW to:

- Identify trends and address systemic issues raised by incidents
- Assess how to make improvements at an individual, service or organisational level
- Report to the Board for risk and compliance tracking
- Report data to funding bodies, if requested to do so.

Post Incident Reviews

Like complaints, incidents provide an opportunity for PGNSW to review processes and identify where improvements in service quality or the workplace can be made.

The manager overseeing resolution of the incident will assess:

- Whether the incident could have been prevented
- How well the incident was managed and resolved
- If any remedial action needs to be taken to prevent similar incidents from occurring, or to minimise their impact if they do occur.

An assessment must include feedback from staff, volunteers or families impacted by the incident.

Corrective Actions

Following investigation and analysis of the cause an incident, PGNSW may take the following actions to prevent reoccurrence:

- Disciplinary action if the incident involves staff misconduct
- Retraining or further training of staff
- Reviewing or updating policies and procedures
- Changes to the work environment, work practices, or the way services are provided.

Roles and Responsibilities	
Board of Directors	<ul style="list-style-type: none"> Review data related to risk, incidents and complaints to ensure these are appropriately managed. May become involved in the management of a Level 3 incident if appropriate.
CEO	<ul style="list-style-type: none"> Manage and report to the Board immediately on any Level 3 (serious) incidents. Authorise notification of Reportable Incidents to the relevant external authority (except for child protection reports which can be authorised by Managers and Executive Leaders). Authorise an external investigator, if required. Manage internal and external communications during a Level 3 incident involving reputational risk.
Executive Lead, Finance Data and Risk	<ul style="list-style-type: none"> Monitor the incidents@playgroupnsw.org.au email account. Maintain the Incident Register. Provide a summary report of incidents data to the CEO for each Board report. Provide aggregated incident data and trend analysis to the Board annually (or as requested).
Executive Lead, People	<ul style="list-style-type: none"> Manage Workers Compensation insurance notifications and claims. Oversee the resolution of any workplace hazards. Support staff to access EAP counselling to debrief a serious incident as required. Coordinate staff training in incident management as required.
Executive Leaders	<ul style="list-style-type: none"> Manage or oversee the resolution of a Level 2 (significant) incident (which includes child protection reports). Monitor and review high level organisational incident data and manage trends or hot spots. Monitor the implementation of corrective actions resulting from incidents.

Roles and Responsibilities

<p>All Managers and Program Leads</p>	<ul style="list-style-type: none"> • Manage or oversee the resolution of Level 1 incidents. • Immediately escalate a Level 3 incident to the CEO and/or an Executive Leader. • Ensure all incidents are reported using the Incident Report form. • Understand what constitutes a ‘reportable incident’ and how to identify such an incident. • Provide guidance and support to your team. • Conduct post incident reviews and initiate any recommended corrective or preventative action.
<p>All Staff and Volunteers</p>	<ul style="list-style-type: none"> • Promptly notify your manager of Level 1 and 2 incidents. • For Level 3 incidents, immediately phone your manager and if they are not available, phone the CEO and/or an Executive Leader. • Complete an Incident Report Form within the timeframes required. • Cooperate with the investigation of incidents (if required). • Actively participate in any training provided.

Supporting Information	
Internal Documents	Business Continuity Plan Child Safety and Wellbeing Policy Data Breach Response Plan Feedback and Complaints Policy Emergency Management Policy Incident Report Form Investigation Report Template Performance and Misconduct Policy Privacy and Confidentiality Policy Records Management Policy Reportable Incident Definitions Guide
External References	Child Protection (Working With Children) Act 2012 (NSW) OAIC Notifiable Data Breach Preparation and Response Guide Office of the Children’s Guardian Privacy Act 1988 (Cth) SafeWork NSW Work Health and Safety Act 2011 (NSW) Workplace Injury Management and Workers Compensation Act 1998 (NSW)

Policy Review History			
Document Owner		Executive Lead, Finance Data and Risk	
Next Review Due		September 2028	
Version	Effective Date	Change Description	Approved By
1.0	September 2025	This is a new policy that supersedes any previous documents related to managing and reporting incidents.	CEO